



NAVAL SECURITY
GROUP COMMAND

NSGTC 684-30-00-97

COURSE

Naval Security Group Training Series

Department of the Navy
Correspondence Manual Course

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DEPARTMENT OF THE NAVY CORRESPONDENCE MANUAL COURSE

NSGTC 684-30-00-97

This course was prepared by the Naval Education and Training Professional Development and Technology Center, Naval Security Group Division, Pensacola, Florida, in response to requirements stated by the Commander, Naval Security Group Command. This three-assignment course is based on the text *Department of the Navy Correspondence Manual*, SECNAVINST 5216.5D.

SUCCESSFUL COMPLETION: The questions in this course are designed to help you assimilate the information presented in the basic text. We recommend that you study each reading assignment thoroughly before attempting to answer the related questions. Within each assignment the questions are separated by learning objectives that are related to the questions that follow. Select the **BEST ANSWER** for each question, consulting your textbook as necessary. All questions should be answered on the basis of the information contained in the text regardless of opinions, experiences, technological changes, or other developments. We further recommend that you complete each assignment as quickly as practicable to derive maximum benefit from the course. You should complete at least one assignment per month.

While working on this correspondence course, you may refer freely to the text. You may seek advice and instruction from others on problems arising in the course, but the solutions submitted should be the result of your own work and decisions. You are prohibited from referring to or copying the answers of others, or giving completed answers to anyone else taking the same course.

ADMINISTRATIVE PROCEDURES: All enlisted personnel enrolled through their local NAVSECGRU nonresident training library should submit their completed answer sheets to the training petty officer for grading and appropriate service record entry. All NAVSECGRU nonresident libraries will be provided with a copy of the answer key. Enlisted personnel not assigned to an area serviced by a NAVSECGRU nonresident training library must enroll through NETPDTC (Code N316), Pensacola, FL, 32509-5238. Upon completion of the course, answer sheets must be returned for grading and issuance of a completion letter.

TRANSFER OF STUDENT: Upon your transfer to a new command, all Naval Security Group nonresident course materials should be returned to the local NAVSECGRU nonresident training library, where existing.

PASSING GRADE: Passing grade for this course is 3.2 for enlisted and officer personnel.

USNR RETIREMENT POINTS: This course is evaluated at 5 Naval Reserve retirement points which will be credited upon successful completion of the assignments. These points are creditable to personnel eligible to receive them under current directives governing the retirement of Naval Reserve personnel.

ADMINISTRATIVE ASSISTANCE: Queries concerning course administration matters or queries of a technical nature concerning nonresident courses should be forwarded to NETPDTC (Code N316), Pensacola, FL 32509-5238. Course administration matters may be discussed on DSN 922-1688 and technical assistance may be discussed on DSN 922-1677.

COURSE OBJECTIVE: In the process of completing this course, you will demonstrate a knowledge of the subject matter by correctly answering questions (items) on the following:

- Standards and procedures for preparing and managing naval correspondence.
- Procedures for using electronic mail (E-Mail) and facsimile (fax) transmission services.
- U.S. Postal Service (USPS) standards and Navy policies pertaining to official mail.

Naval courses may include several types of questions—multiple-choice, true-false, matching, etc. The questions are not grouped by type but by subject matter. They are presented in the same general sequence as the textbook material upon which they are based. This presentation is designed to preserve continuity of thought, permitting step-by-step development of ideas. Not all courses use all of the types of questions available. The student can readily identify the type of each question, and the action required, by inspection of the samples given below.

MULTIPLE-CHOICE QUESTIONS

Each question contains several alternatives, one of which provides the best answer to the question. Select the best alternative, and blacken the appropriate box on the answer sheet.

SAMPLE

- s-1. Who was the first person appointed Secretary of Defense under the National Security Act of 1947? Indicate in this way on the answer sheet:

1. George Marshall
2. James Forrestal
3. Chester Nimitz
4. William Halsey

| | 1 | 2 | 3 | 4 |
|-----|--------------------------|-------------------------------------|--------------------------|--------------------------|
| | T | F | | |
| s-1 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

TRUE-FALSE QUESTIONS

Mark each statement true or false as indicated below. If any part of the statement is false the statement is to be considered false. Make the decision, and blacken the appropriate box on the answer sheet.

SAMPLE

- s-2. All naval officers are authorized to correspond officially with any systems command of the Department of the Navy without their respective commanding officer's endorsement. Indicate in this way on the answer sheet:

1. True
2. False

| | 1 | 2 | 3 | 4 |
|-----|--------------------------|-------------------------------------|--------------------------|--------------------------|
| | T | F | | |
| s-2 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

MATCHING QUESTIONS

Each set of questions consists of two columns, each listing words, phrases, or sentences. The task is to select the item in column B which is the best match for the item in column A that is being considered. Items in column B may be used once, more than once, or not at all. Specific instructions are given with each set of questions. Select the numbers identifying the answers and blacken the appropriate boxes on the answer sheet.

SAMPLE

In questions s-3 through s-6, match the name of the shipboard officer in column A by selecting from column B the name of the department in which the officer functions. Some responses may be used once, more than once, or not at all.

- | | A. OFFICER | B. DEPARTMENT | |
|------|--------------------------|---------------------------|---|
| s-3. | Damage Control Assistant | 1. Operations Department | Indicate in this way on the answer sheet: |
| s-4. | CIC Officer | 2. Engineering Department | |
| s-5. | Disbursing Officer | 3. Supply Department | |
| s-6. | Communications Officer | | |

| | 1 | 2 | 3 | 4 |
|-----|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| | T | F | | |
| s-3 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| s-4 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| s-5 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| s-6 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

ASSIGNMENT 1

| |
|--|
| <p>DO NOT WRITE IN THIS BOOKLET</p> <p>USE ANSWER SHEET PROVIDED</p> |
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Textbook Assignment: *Department of the Navy Correspondence Manual*, SECNAVINST 5216.5D, chapter 1.

Learning Objective: Identify the administrative and management responsibilities for the DON correspondence management program.

1-1. Who coordinates proposed changes to the DON Correspondence Manual?

1. Chief of Naval Operations
2. Commander, Naval Computer and Telecommunications Command
3. Chief of Naval Personnel
4. DON Correspondence Manager

1-2. Which of the following officials is responsible for establishing a correspondence management program?

1. Activity heads only
2. Correspondence managers
3. Commanding officers only
4. Commanding officers and activity heads

1-3. Screening incoming communications is the responsibility of what official?

1. Administrative officer
2. Commanding officer
3. Officer in charge
4. Correspondence manager

Learning Objective: Explain the standards and procedures used for preparing and managing correspondence within the Department of the Navy.

1-4. Which of the following titles contributes to sex-neutral language?

1. Chairperson
2. Chairman or chairwoman
3. Sir or madame
4. Ladies and gentlemen

1-5. When official correspondence is unnecessary, which of the following is the preferred method of communications?

1. Letter
2. Electronic mail (E-Mail)
3. Conversation in person or by phone
4. Facsimile machine (fax)

1-6. When should you include a point of contact (POC) and return telephone number on outgoing correspondence?

1. When you have sensitive subject matter
2. When you have serialized correspondence
3. When writing to higher authority
4. When your correspondence might prompt a reply or inquiry

- 1-7. The engineer officer, CDR Doe, of the USS NEVER DOCK is the action officer for this official correspondence. Which of the following "to" addresses is correctly formatted to reach this office?
 1. Commanding Officer, USS NEVER DOCK (DD 99) (ENG)
 2. Engineer Officer, USS NEVER DOCK (DD 99)
 3. USS NEVER DOCK (DD 99) (ENG)
 4. Commanding Officer, USS NEVER DOCK (DD 99) Attn: CDR Doe
- 1-8. You do not have time to send important correspondence via the chain of command and still meet a deadline. Which of the following alternate methods should you use?
 1. Send it via the chain of command with an advance copy to the action addressee
 2. Send it directly to the action addressee with a concurrent copy to each intermediate addressee
 3. Both 1 and 2 above
 4. Request an extension of time
- 1-9. A master chief petty officer writing to higher authority on a personal matter is requesting retirement. Which of the following rules applies in this situation?
 1. The request must be on letterhead bond, standard letter format, and forwarded via the chain of command
 2. The request must be on plain bond paper, standard letter format, and forwarded via the chain of command
 3. The request must be on plain bond paper, standard letter format, and forwarded directly to the action addressee
 4. This is a personal letter; the paper type, format, and routing is the individual's choice
- 1-10. The window envelope is appropriate for mailing a letter to the Office of the Chief of Naval Operations.
 1. True
 2. False
- 1-11. If revision to a letter is likely, during what stage of development should it be coordinated?
 1. Drafting
 2. Retyping
 3. Signature
 4. Final review
- 1-12. Briefing memos and cover letters are useful and necessary administrative tools. Their use is recommended regard-less of the simplicity of the subject matter.
 1. True
 2. False
- 1-13. The commanding officer or officer in charge must personally sign which of the following documents?
 1. Those required by law or regulation
 2. Those that center on the command's mission
 3. Those that establish policy
 4. Each of the above
- 1-14. Signature authority is delegated to the administrative officer. When, if ever, can this officer further sub-delegate this authority to the administrative chief petty officer?
 1. When authorized by the CO or OIC
 2. Under emergency conditions only
 3. During the extended absence of the admin officer only
 4. Never

- 1-15. Which of the following formats should be used by an individual with delegated signature authority who is signing correspondence?
1. John A. Doe
By direction
 2. JOHN A. DOE
LCDR USN
BY DIRECTION
 3. JOHN A. DOE
By direction
 4. JOHN A. DOE
LCDR USN
- 1-16. A commanding officer has authorized the ship's secretary to stamp his signature on certain correspondence with a facsimile stamp. Whose initials should appear next to the stamped signature?
1. The ship's secretary
 2. The commanding officer's
 3. The correspondence manager's
 4. The executive officer's
- 1-17. At which of the following times should you date stamp incoming controlled correspondence received by your command?
1. On the date action is taken
 2. On the date it is received
 3. On the date it is to be signed
 4. Each of the above
- 1-18. Controls should be assigned to which of the following types of incoming correspondence?
1. Those containing personal information
 2. Those containing For Official Use Only (FOUO) material
 3. Those requiring a response or having long-term reference value
 4. Each of the above
- 1-19. You should track the status of which of the following types of incoming controlled correspondence?
1. Those routed for action only
 2. Those containing classified material
 3. Those containing FOUO material
 4. Each of the above
- 1-20. Routine correspondence requiring action should be answered within what maximum time?
1. 5 working days
 2. 10 working days
 3. The time set by the incoming correspondence
 4. Either 2 or 3 above, depending on whether there is a specific time stated in the correspondence
- 1-21. What, if anything, should be done when you anticipate a delay in replying to a piece of controlled correspondence?
1. Send an interim reply within 5 workdays
 2. Send an interim reply within 10 workdays
 3. Inform the next superior in your chain of command
 4. Nothing
- 1-22. Which of the following rules is applicable when replying to Congressional communications?
1. A final reply must be sent within 48 hours after receipt of any Congressional communication
 2. The CO or OIC must personally sign the reply; "By direction" signature is not allowed
 3. Send the original reply plus an extra copy when responding to a congressional inquiry
 4. Each of the above

- 1-23. Several months have passed since you sent a piece of action correspondence expecting a prompt reply. Which of the following actions should you take?
1. Follow up with a message
 2. Follow up with a phone call or tracer
 3. Both 1 and 2 above
 4. Send a new request or letter
- 1-24. When corresponding outside of DOD, when, if ever, is it acceptable to use the social security number of military members or civilian employees?
1. When dealing with any law enforcement agency
 2. When absolutely essential for identification
 3. When it has already been revealed by incoming communications
 4. Never
- 1-25. When identification of a Navy service-member is necessary, where in the letter is this person normally identified?
1. In the subject line of a business letter
 2. In the subject line of a standard letter
 3. In the attention line of a business letter
 4. In the first paragraph of a standard letter
- 1-26. After fully identifying a service member as CTA3 John A. Doe, USN, 123-45-6789, any further reference to this member should be in what manner?
1. CTA3 John A. Doe, USN
 2. CTA3 J. DOE, 123-45-6789
 3. CTA3 Doe
 4. CTA3 JOHN A. DOE
- 1-27. Which of the following examples properly identifies a Navy captain in the text of a standard letter?
1. CAPT J. A. Doe, USN, 123-45-6789/1610
 2. CAPT JOHN A. DOE, USN, 123-45-6789/1610
 3. CAPT John Adam Doe, USN, 123-45-6789/1610
 4. Captain John A. Doe, USN, 123-45-6789/1610
- 1-28. Which of the following examples correctly identifies a Marine Corps captain in the text of a standard letter?
1. CAPT John A. Doe, USMC, 123-45-6789/1610
 2. Captain John A. Doe 123 45 6789/1610 USMC
 3. CAPT JOHN A. DOE, USMC, 123-45-67891610
 4. Captain John A. Doe 123-45-6789/1610 USMC
- 1-29. The first page of correspondence addressed to the Chief of Naval Operations should be on what type of stationery?
1. Typed, stamped, or computer-generated letterhead bond only
 2. Printed letterhead only
 3. Printed, typed, stamped, or computer-generated letterhead bond
 4. Letterhead white paper

- 1-30. Which, if any, of the following methods of typing or stamping letterhead is authorized?
1. DEPARTMENT OF THE NAVY is always on the first line, centered, and on the third line from the top of the page
 2. DEPARTMENT OF THE NAVY is centered on the first line, 1 inch from the top of the page
 3. The activity's name and address begins on the fifth line from the top, centered, under the words DEPARTMENT OF THE NAVY or UNITED STATES MARINE CORPS, if applicable
 4. None of the above
- 1-31. Which of the following instructions contains information on printing letterhead stationery for your command?
1. DODINST 5602.8
 2. MCO P5600.31E
 3. SECNAVINST 5602.6A
 4. Both 2 and 3 above
- 1-32. In which of the following ways should you mark enclosures to a letter?
1. Enclosures should be marked on the first page
 2. Second and succeeding pages should never be marked
 3. Enclosure markings should be typed, stamped, or handwritten in black ink only
 4. Enclosure markings should be placed in the lower-left corner
- 1-33. You are assembling a letter that has three different enclosures. Each enclosure has three pages. What should be the page number of the last page of the third enclosure?
1. 9
 2. 8
 3. 3
 4. 6
- 1-34. Which of the following rules should you follow when using correspondence produced for use with window envelopes?
1. All copies that go outside your activity must have a letterhead
 2. There is always a "from" line
 3. Its use is recommended as a correspondence shortcut
 4. Each of the above
- 1-35. When distributing informational copies within your command, make several copies rather than circulate a single "read, initial, date, and pass it along" copy.
1. True
 2. False
- 1-36. Which of the following examples shows a correctly formatted date in the text of a naval letter?
1. 26 July 1994
 2. July 26, 1994
 3. 26 Jul 94
 4. 7/26/94

1-37. You are using an acronym that may be unfamiliar to the reader. When, if ever, may you use the acronym without spelling it out?

1. After you have identified the acronym at least 3 times to get the reader familiar with the meaning
2. After the initial definition of the meaning
3. Right away; no explanation is necessary
4. Never

1-38. In a standard naval letter, may script or italics be used? If so, for which of the following purposes?

1. Yes; to make the letter look hand-written
2. Yes; to type formal letters
3. Yes; for occasional emphasis
4. No

1-39. Which of the following ink colors may be used to type, stamp, and sign correspondence?

1. Blue
2. Black
3. Blue-black
4. Both 2 and 3 above

Learning Objective: Describe the procedures used for creating and maintaining electronic records within the Department of the Navy.

1-40. Which, if any, of the following steps should be taken to prevent damage while labeling electronic disks or tapes?

1. Erase information on a label only after it is in place on the disk
2. Write information on a label only after it is in place on the disk
3. When affixing a label to a disk, choose an area away from all holes
4. None of the above

1-41. To maintain electronic discs or tapes, which of the following steps should be taken?

1. Make backup copies at least once a month
2. Use floppy disks for permanent long-term storage
3. Whenever possible, store backup files in a separate area from source data
4. Each of the above

1-42. At what minimum interval should you set the automatic save feature to prevent equipment failure or power outages from causing a data loss when using a word processor?

1. Every 5 or 10 minutes
2. Every 10 or 15 minutes
3. Every 10 or 20 minutes
4. Every 20 or 30 minutes

1-43. Information on managing, using, and deleting classified information is found in which of the following instructions?

1. OPNAVINST 5510.1
2. OPNAVINST 5212.5
3. SECNAVINST 5211.5
4. SECNAVINST 5270.42

Learning Objective: Explain the procedures for using electronic mail (E-Mail) and facsimile (fax) transmission services for correspondence within the Department of the Navy.

1-44. For which of the following purposes is electronic mail (E-Mail) NOT used?

1. To transmit formal correspondence within DOD
2. To allow individuals and activities to exchange information by computer
3. To send other than official government business
4. To take the place of telephone calls

1-45. Activities establish access and handling procedures for managing E-Mail for which, if any, of the following purposes?

1. To encourage the sharing of mailboxes or passwords
2. To encourage users to check their mailboxes at least twice a week
3. To spell out how to access and process E-Mail for users who are absent 5 or more days
4. None of the above

1-46. Which of the following rules applies when using E-Mail to formally correspond within DOD?

1. No signature authority is required
2. No letterhead information is necessary
3. A copy of all formal correspondence sent by E-mail should be kept on file
4. Transmissions can be made from any E-mail address

1-47. E-mail usage is limited to unclassified communications only.

1. True
2. False

1-48. You have several documents to transmit across the country. There is no time limit for these documents to reach their destination. Which of the following procedures should you use?

1. Fax the documents in batches vice individually only
2. Fax the documents using GSA Optional Form 99 instead of a separate cover only
3. Both 1 and 2 above
4. Send documents through normal mail channels, vice fax

1-49. Which of the following rules is applicable when using facsimile transmission services?

1. Always use a cover sheet
2. Never transmit classified data
3. Use the OF 99 or rubber stamp, whenever possible
4. Each of the above

1-50. Normally, what should you do with the original document upon completion of the fax transmission process?

1. The sending activity should retain it
2. Send it to the addressee in case the fax was not received
3. Send it to PSD for a service record entry
4. Destroy it

1-51. Your activity has a fax machine that uses thermal paper. What, if anything, should you do if you wish to retain the document for record purposes?

1. Photocopy the document
2. Encase the document in a clear document protector
3. Have the sender forward the original document
4. Nothing

Learning Objective: Explain U.S. Postal Service (USPS) standards and Navy policies pertaining to official mail.

1-52. Which of the following is an approved method of reducing mailing expenses?

1. Use activity/agency couriers within the local area, if available
2. Use a standard size letter (number 10) envelope, whenever possible
3. Consolidate, by class, all mail destined for the same address
4. Each of the above

1-53. Which of the following procedures should be used when formatting a delivery address on an envelope?

1. Use only uppercase letters
2. The address should be typed, printed, or rubber stamped
3. Both 1 and 2 above
4. City and state must be separated by a comma

1-54. When addressing an envelope, you should limit official mail addresses (both delivery and return) to a maximum of how many lines?

1. 7
2. 6
3. 5
4. 4

1-55. For mail sent within DOD, besides the delivery address and post office line (city, state, and Zip+4), what other mandatory information must the delivery address contain?

1. Title of the official in charge and activity short title without the city and state only
2. Activity short title without the city and state only
3. Title of the official in charge only
4. Title of the official in charge, action officer, code, or section (if known), and activity short title without the city and state

1-56. When selecting a class of mail service, which of the following material requirements should be met?

1. Delivery
2. Accountability
3. Security
4. Each of the above

1-57. Which of the following actions should be taken when marking mail with the classification of service you desire?

1. Mark all mail with the class of service desired
2. Place no markings on first class mail that is in a standard (number 10) envelope
3. Mark the class of service in the bottom left corner of the envelope
4. Each of the above

1-58. Mailings without a class of mail marking are sent as what class of service?

1. First class service except for mailings in standard (number 10) envelopes
2. The lowest possible class of service, including mailings in standard (number 10) envelopes
3. The lowest possible class of service, excluding mailings in standard (number 10) envelopes
4. Third class only

1-59. What is the correct standard address abbreviation for expressway?

1. XWAY
2. EXPWY
3. EXWY
4. EXPY

1-60. When placing the delivery address on an envelope, the address should be centered, with lines single-spaced and blocked one below the other. You should maintain which of the following margins?

1. At least a 1-inch bottom and side margins
2. At least a 1-inch side and 5/8-inch bottom margin only
3. The first line of the address area should be no higher than 2-3/4 inches from the bottom of the envelope
4. Both 2 and 3 above

ASSIGNMENT 2

Textbook Assignment: *Department of the Navy Correspondence Manual*, SECNAVINST 5216.5D, chapter 2, Sections A-D.

Learning Objective: Demonstrate the use of the standard letter or one of its variations to correspond officially with DON addressees.

- 2-1. Which of the following margins should you use on a standard letter?
 1. When using letterhead, 2 inches for the top, 1 inch for the bottom and side margins
 2. On the signature page, 1/2 inch for the bottom, 1 inch for the top and side margins
 3. 1 inch for the top, bottom, and side margins
 4. 2 inches for the top, 1 inch for the bottom and side margins
- 2-2. With the use of word processors, justifying the right margin is an acceptable and recommended practice.
 1. True
 2. False
- 2-3. In which of the following positions should you place identification symbols on a standard letter?
 1. In the upper left corner, starting on the second line below the DOD seal
 2. In the upper right corner, starting on the second line below the letterhead
 3. Centered, on the second line below the DOD seal
 4. Centered, starting on the third line below the letterhead
- 2-4. The standard subject identification codes (SSICs) are used for which of the following reasons?
 1. To file correspondence
 2. To retrieve correspondence
 3. To dispose of correspondence
 4. Each of the above
- 2-5. A listing of the Navy's SSICs can be found in what directive?
 1. SECNAVINST 5720.42
 2. SECNAVINST 5215.11
 3. SECNAVINST 5210.11
 4. SECNAVINST 5216.5
- 2-6. Who decides the makeup of an originator's code?
 1. DOD correspondence manager
 2. The local activity
 3. SECNAV
 4. CNO
- 2-7. Which of the following originator's codes/serial blocks is formatted correctly for a Secret letter?
 1. 5216
Ser N123/20
 2. 5216
Ser S123/20
 3. 5216
Ser N123/20
SECRET
 4. 5216
Ser N123/S20

- 2-8. To avoid a busy appearance on a letter of condolence, an activity may show all the sender identification symbols on the file copy. What, if anything, should be shown on the outgoing original?
1. The date only
 2. The serial number only
 3. The date and serial number
 4. Nothing
- 2-9. The initials or codes of the writers and typists must appear on the original letter to show where it was originated and prepared.
1. True
 2. False
- 2-10. Where should you stamp the "Secret" classification markings on a Secret letter?
1. In the center of the bottom margin only
 2. In the center of the top margin only
 3. In the center of the top and bottom margins
 4. In the center of the top, bottom, and side margins
- 2-11. Which of the following types of information may be marked "For Official Use Only" (FOUO)?
1. Unclassified information which may be withheld from the public to protect national security
 2. Unclassified information which may be withheld from the public under the Freedom of Information Act exemptions only
 3. Information containing sensitive subject matter
 4. Each of the above
- 2-12. For additional information on FOUO material, which of the following directives should you consult?
1. SECNAVINST 5720.42
 2. SECNAVINST 5210.11
 3. SECNAVINST 5216.5
 4. SECNAVINST 5215.11
- 2-13. Under which of the following conditions may you use a standard letter with a window envelope?
1. When the letter has no "from" line and all enclosures are unclassified
 2. When the letter contains a "from" line on nonletterhead stationery
 3. When the letter has only one "via" addressee
 4. When the address has five or more lines
- 2-14. The "from" line of a standard letter should contain which of the following elements?
1. Full mailing address
 2. Commanding officer's title, activity's name, and action office (if applicable) for at-sea commands only
 3. Commanding officer's title, activity's name, and geographic location for commands based ashore
 4. Each of the above
- 2-15. The "from" line is not required on letterhead stationery since it only repeats information from the letterhead address.
1. True
 2. False

2-16. Where should you begin continuation lines in the "from," "to," and "via" blocks?

1. Two spaces after the colon following the heading
2. Flush with the left margin
3. Under the first word in the first line following the heading
4. Indented two spaces under the first word in the first line following the heading

2-17. You are sending a letter to BUPERS via CINCLANTFLT. Which of the following examples shows the proper format for the "to" and "via" addressee blocks?

1. To: Chief of Naval Personnel
Via: (1) Commander in Chief, U.S. Atlantic Fleet
2. To: Commander in Chief, U.S. Atlantic Fleet
Via: (1) Chief of Naval Personnel
3. To: Chief of Naval Personnel
Via: Commander in Chief, U.S. Atlantic Fleet
4. To: Commander in Chief, U.S. Atlantic Fleet
Via: Chief of Naval Personnel

2-18. When responding to previous correspondence, you should always repeat the subject line of previous correspondence unless a change is essential for clarity.

1. True
2. False

2-19. In which of the following ways should you format the subject line of a standard letter?

1. SUBJ: COMMAND PHYSICAL READINESS TEST
2. Subj: COMMAND PHYSICAL READINESS TEST
3. SUBJ: Command Physical Readiness Test
4. Subj: Command Physical Readiness Test

2-20. In which of the following ways should you format a letter that contains only one reference?

1. Ref: (1) SECNAVINST 5216.5
2. Ref: (a) SECNAVINST 5216.5
3. Ref: (A) SECNAVINST 5216.5
4. Ref: SECNAVINST 5216.5

2-21. In which of the following ways should you reference a message in the reference line of a standard letter?

1. Ref: (a) USS DRYDOCK (DD 99) 271430Z JUL 97
2. Ref: USS DRYDOCK (DD 99) RMG 271430Z Jul 97
3. Ref: (a) USS DRYDOCK 271430Z Jul 97
4. Ref: USS DRYDOCK RMG 271430Z Jul 97

2-22. In which of the following ways should you reference a telephone conversation in the reference line of a standard letter?

1. PHONCON BUPERS (PERS-46) Mr. Smith/OPNAV (N01A1) CDR Jones of 30 Aug 97
2. PHONCON BUPERS (PERS-46)/OPNAV (N01A1) of 30 Aug 97
3. PHONCON Mr. Smith/CDR Jones of 30 Aug 97
4. PHONCON BUPERS Mr. Smith/OPNAV CDR Jones

2-23. Which of the following examples shows the proper format for a letter containing only one enclosure?

1. Encl: List of Officers
2. Encl: (a) List of Officers
3. Encl: 1 List of Officers
4. Encl: (1) List of Officers

2-24. Is it necessary to indicate that a "copy to" addressee is only receiving one of two enclosures with a letter? If so, in which of the following ways should it be indicated?

1. Yes; the phrase "(w/o encl (2))" should be in the recipient's "copy to" line
2. Yes; the phrase "(NOTAL)" should be in the enclosure block indicating that this document is not meant for all commands
3. Yes; a personal note should be attached explaining the situation
4. No

2-25. The size, weight, and other factors pre-vent you from sending an enclosure with a letter. Which of the following alternate steps should you take?

1. Explain the situation in the text of your letter
2. Type the phrase "(sep cover)" after the enclosure's description
3. Take advantage of correspondence shortcuts and fax the enclosure
4. Find a larger more suitable container, then send everything together

2-26. Which of the following rules is applicable when numbering paragraphs in a standard letter?

1. Paragraphs should always be numbered
2. All subparagraphs may be lettered or numbered depending on their placement in the letter
3. Both 1 and 2 above
4. If a letter is unclassified and only one page long, paragraphs should not be numbered

2-27. In which of the following ways should you identify paragraphs and subsequent subparagraphs?

1. 1.a.(1)(a)
2. 1.A.(1)(a)
3. (A)1.(a)a.
4. A.1.(a)(1)

2-28. In which of the following ways should you divide paragraphs and subparagraphs in a standard letter?

1. Indent the beginning of all major paragraphs
2. Double-space between major paragraphs, indent and single-space between subparagraphs
3. Single-space between paragraphs and double-space between subparagraphs
4. Double-space between all paragraphs and subparagraphs

- 2-29. A paragraph may be started at the bottom of a page as long as (a) what total number of lines remain on that page and (b) what number must carry over to the next page?
1. (a) 2; (b) 3
 2. (a) 1; (b) 1
 3. (a) 1; (b) 2
 4. (a) 2; (b) 2
- 2-30. Beyond what subparagraph level should you normally NOT divide until all re-paragraphing alternatives have been exhausted?
1. First
 2. Second
 3. Third
 4. Fourth
- 2-31. Which, if any, of the following terms is an appropriate closing for a standard naval letter?
1. Sincerely
 2. Respectfully
 3. Sincerely yours
 4. None of the above
- 2-32. Which of the following signature block examples correctly identifies a ship's CO who is signing correspondence on letter-head stationery?
1. JOHN A. DOE
Commanding Officer
 2. JOHN A. DOE
CAPT USN
Commanding
 3. JOHN A. DOE
CAPT USN
 4. JOHN A. DOE
- 2-33. In which of the following ways should an individual with "by direction" authority sign orders affecting pay and allowances?
1. JOHN A. DOE
Admin Officer
By direction of
the Commanding Officer
 2. JOHN A. DOE
By Direction
 3. JOHN A. DOE
By Direction of
the Commanding Officer
 4. JOHN A. DOE
LCDR USN
By Direction of
the Commanding Officer
- 2-34. You are sending a letter to activities for information purposes only; no action is required on their part. Where should you list these activities?
1. In the "via" block
 2. In the "copy to" block
 3. In the "info" addressee block
 4. In the "blind copy to" block
- 2-35. In which of the following ways should you format the "copy to" block in a standard naval letter?
1. Copy to: CNO (N13), CNET (N60), NAVAIR (N07)
 2. Copy to:
CNO (N13) NAVAIR (N07)
CNET (N60)
 3. Copy to:
CNO (N13)
CNET (N60)
NAVAIR (N07)
 4. Both 2 and 3 above

2-36. For which of the following reasons is a "blind copy to" block used in a standard naval letter?

1. To show internally routed copies within your command
2. To discretely pass information to an addressee without announcing it to everyone
3. Both 1 and 2 above
4. To show where all copies of a letter have been mailed

2-37. You are composing the second page of a two-page letter. Typing starts on the sixth line. How should you compose this line?

1. Repeat the subject line from the first page only
2. Repeat the identification symbols from the first page only
3. Repeat both the subject line and identification symbols from the first page
4. Continue with the text; no repetition is necessary

2-38. In which of the following ways should you number the second page of a two-page unclassified letter?

1. The number 2 in the bottom right-hand corner, one-half inch from the bottom
2. The number -2- centered, one-half inch from the bottom
3. The notation 2 of 2 centered, one-half inch from the bottom
4. The number 2 centered one-half inch from the bottom

2-39. Which of the following rules applies when numbering pages in an unclassified letter?

1. All pages must be numbered
2. Number only the second and succeeding pages
3. If a letter contains only two pages, no numbering is necessary since the signature page is always page 2
4. Both 2 and 3 above

2-40. Which of the following statements reflects the correct placement of the signature block on a joint letter with three cosigners?

1. The senior official's signature should be placed on the left side of the page
2. The second cosigner's signature block should be placed on the right side of the page
3. All signatures should be placed directly beneath each other
4. A third cosigner's signature should be placed in the middle of the page

Learning Objective: Explain the use of a multiple-address letter.

2-41. In which of the following situations should you use a multiple-address letter?

1. When it is used instead of the "via" block and time constraints prevent the use of normal via channels
2. When it is used instead of the "copy to" block to discretely pass information
3. When you have two or more letters destined for the same activity
4. When you have two or more action addressees

2-42. You are composing a multiple-address letter. When, if ever, should you use a distribution block?

1. When you have five or more action addressees
2. When you need to show the internal distribution within your command
3. When you need to show the external distribution outside of your command
4. Never

2-43. In which of the following ways should you list eight addressees in a multiple-address letter?

1. List all addressees in the "to" block
2. List all addressees in the distribution block
3. List four addressees in the "to" block and the remaining four in the distribution block
4. List only the first addressee in the "to" line and the remainder in the distribution block

2-44. On a multiple-address letter, all action addressees should receive a copy of the letter with what type of signature?

1. Original only
2. Photocopied only
3. Original or photocopied
4. Photocopied with original initials of the signer by the photocopied signature

2-45. Which, if any, of the following methods is the recommended order for assembling a multiple-address letter for signature and mailing when using a folder rather than a single stack of paper?

1. A brief sheet (if required); the first, then the second letter, both with enclosures; copies for "copy to" addressees; official file copies with enclosures; and background material on right-hand side of the folder
2. Brief sheet (if required) and background material on the left-hand side of the folder; first, then second letter, both with enclosures and envelopes; "copy to" addressees copies with envelopes; and official file copies with enclosures on the right-hand side of the folder
3. Brief sheet (if required); official file copies; and background material on the left-hand side; first, then second letter, both with enclosures; and "copy to" addressees copy on the right-hand side of the folder
4. None of the above

Learning Objective: Identify the steps needed to prepare an endorsement to a letter sent via your activity.

2-46. For which of the following reasons may an endorsement to a letter be used?

1. To redirect a letter
2. To alter the order of any remaining addressees
3. Both 1 and 2 above
4. To reply to routine correspondence

2-47. For which of the following situations should you prepare same-page endorsements to a letter sent via your command?

1. If your endorsement will fit on the basic letter and is sure to be signed without revision
2. If you expect no revision and can place at least two lines of text on the basic letter with the rest going on a new page
3. Both 1 and 2 above
4. You simply want to forward a letter without any comments to the next via addressee

2-48. You are preparing an endorsement to an original letter that has two references and three enclosures. You add two additional references and an enclosure. In which of the following ways should you type your reference and enclosure blocks?

1. Ref: (c)
(d)
Encl: (1)
2. Ref: (a)
(b)
Encl: (1)
3. Ref: (c)
(d)
Encl: (4)
4. Ref: (a)
(b)
Encl: (4)

2-49. You have added an enclosure to a letter sent via your command. In addition to the action addressee, who else should receive a copy of your enclosure?

1. The originator only
2. Any remaining via addressees only
3. The originator and any remaining via addressees
4. The originator and others depending on the enclosure's importance

2-50. Your endorsement of a letter sent via your command is "forwarded recommending disapproval." In addition to the action addressee, which of the following individuals should receive a copy of your endorsement?

1. Each remaining "via" addressee, the originator, and any copy to addressees added by your command
2. Each prior endorser, earlier "copy to" addressees, and any "copy to" addressees added by your command
3. Each remaining "via" addressee and the originator
4. Each of the above

2-51. You are preparing an endorsement to a letter addressed to Commander in Chief, U.S. Atlantic Fleet. This letter has two "via" addressees. Your command is the first and Commander, Naval Air Force, U.S. Atlantic Fleet is the second. Which of the following formats should you use to address your letter?

1. From: Your command
To: Commander in Chief,
U.S. Atlantic Fleet
2. From: Your command
Via: (1) Commander, Naval
Air Force, U.S. Atlantic
Fleet
(2) Commander in Chief,
U.S. Atlantic Fleet
3. From: Your command
To: Commander, Naval Air
Force, U.S. Atlantic Fleet
Commander in Chief,
U.S. Atlantic Fleet
4. From: Your command
To: Commander in Chief,
U.S. Atlantic Fleet
Via: Commander, Naval Air
Force, U.S. Atlantic
Fleet

2-52. You are preparing an endorsement to a letter that is three pages long. Your endorsement is two pages long. In which of the following ways should you number the pages of your endorsement?

1. The first page should be numbered 4 and the second page numbered 5
2. The first page should not be numbered and the second page should be numbered 2
3. The first page should not be numbered and the second page should be numbered 5
4. The first page should be numbered 1 and the second page numbered 2

2-53. In which of the following ways should you assemble a basic letter with enclosures, previous endorsements, and your endorsement with one added enclosure?

1. Your endorsement on top, earlier endorsement, your enclosure, earlier enclosures
2. Basic letter, your endorsement, earlier enclosures only
3. Your endorsement on top, earlier endorsements, basic letter, earlier enclosures with yours on top
4. Your endorsement on top, your added enclosures, earlier endorsements, basic letter with earlier enclosures

Learning Objective: Identify the formats established for memorandum correspondence within or between DON activities.

2-54. What type of memorandum should be used internally to document meetings, important telephone conversations, and oral agreements that are not recorded elsewhere?

1. Memorandum for the record
2. "Memorandum for" memorandum
3. Memorandum of understanding
4. Documentation memorandum

2-55. What sizes are the two printed from-to memorandums?

1. Both are 8 1/2" by 11"
2. 8 1/2" by 11" and 8 1/2" by 5 1/2"
3. 8 1/2" by 14" and 8 1/2" by 5 1/2"
4. 8 1/2" by 8 1/2" and 5 1/2" by 5 1/2"

2-56. When formatting printed memorandum forms, you should follow which of the following rules?

1. Codes or titles may be used in the from and to lines
2. Full identification symbols should be used
3. Always allow 1-inch top, bottom, and side margins
4. The writer must sign his or her name with an authority line

2-57. There is no basic difference in the usage of printed memorandum forms and plain-paper memorandums except that the latter offers which of the following advantages?

1. They are a more formal means of communications
2. They are more flexible, especially when there are multiple addressees, "via" addressees, or both
3. They can be used for direct liaison with individuals outside of your activity, when authorized
4. Each of the above

2-58. You have been appointed as the Combined Federal Campaign chairperson and need to correspond with other members outside of your activity. What type of memorandum should you use for this purpose?

1. "Memorandum for" memorandum
2. Memorandum of agreement
3. Plain-paper memorandum
4. Letterhead memorandum

2-59. (a) What type of memorandum should be used when corresponding with SEC-NAV and (b) which of the following officials may use it?

1. (a) "Memorandum for" memorandum
(b) CNO
2. (a) Letterhead memorandum
(b) CNO
3. (a) "Memorandum for" memorandum
(b) CO, USS NEVERSAIL
4. (a) Letterhead memorandum
(b) Dept head, USS NEVERSAIL

2-60. Which of the following rules applies when formatting the address for a "memorandum for" memorandum?

1. Use the addressees name and title, whenever possible
2. Use of the addressees full mailing address is mandatory
3. The "from" line begins on the third line below the date
4. The "from" and "to" lines are replaced by the "address" line

2-61. Where in a "memorandum for" memorandum is the signer's title shown?

1. The top of the page just below the letterhead
2. Just below the typed name in the signature block
3. In the first paragraph in the text of the letter
4. At the very bottom of the page in the left-hand corner

2-62. What type of memorandum should be used to document mutual agreements of facts, intentions, or procedures?

1. "Memorandum for" memorandum
2. Memorandum of cooperation
3. Memorandum of agreement
4. Memorandum of intent

2-63. In preparing a memorandum of understanding, where in the letter should the words "memorandum of understanding" be placed?

1. Centered on the third line below the seal
2. Flush left on the third line below the seal
3. Centered on the second line below the date
4. Flush left on the third line below the date

2-64. When typing letterhead for a memorandum of understanding, in what order should the command titles be arranged?

1. Senior official on top, junior below, both centered
2. Junior official flush left, senior on same line and right
3. Junior official on top, senior below, both centered
4. Senior official on top, junior below, both flush left

2-65. Which of the following formats should you use to arrange the signature block on a memorandum of understanding?

1. Junior official to the right, senior to the left, both overscored
2. Senior official to the right, junior to the left, none overscored
3. If there is a third cosigner, his signature block is placed in the middle
4. Senior official on top, junior below, both centered

2-66. CINCLANTFLT, CNET, and COMNAVSECGRU all sign a memorandum of understanding. COMNAVSECGRU is the junior official and CNET is the last to sign. Is it necessary to send a copy of the signed agreement to all cosigners? If so, who is responsible for sending the copies?

1. Yes; CINCLANTFLT
2. Yes; COMNAVSECGRU
3. Yes; CNET
4. No

ASSIGNMENT 3

Textbook Assignment: *Department of the Navy Correspondence Manual*, chapter 2, pages 77-86, and chapter 3.

Learning Objective: Demonstrate the use of a business letter to correspond with agencies, businesses, or individuals outside of DOD.

- 3-1. You may use a business letter format when corresponding with which of the following addressees?
1. A parent of an active-duty Navy member in your command
 2. A civilian equipment manufacturer who is familiar with the standard letter
 3. Secretary of the Navy
 4. Each of the above
- 3-2. In which of the following ways should previous enclosures be referenced in a business letter?
1. In a reference line by enclosure number
 2. In a subject line without reference to the enclosure number
 3. In the body of the letter without reference to them as an enclosure
 4. In the body of the letter with reference to them as an enclosure
- 3-3. In which of the following ways should you format the date in the identification symbol block of a business letter?
1. September 9, 1994
 2. 9 Sept 94
 3. 9 September 1994
 4. 9/9/94
- 3-4. You are typing the address of a business letter for use with a window envelope. On what line should you begin typing the address?
1. Tenth
 2. Third
 3. Third or eighth, depending on the length of the letter
 4. Sixteenth
- 3-5. If used, an attention line should appear in what location on a business letter?
1. One line above the inside address flush with the left margin
 2. Two lines above the inside address flush with the left margin
 3. One line below the last line of the inside address flush with the left margin
 4. Two lines below the last line of the inside address flush with the left margin
- 3-6. In a business letter addressed to the Ladies Garden Club, of which Mrs. Doe is the president, which of the following salutations should you use?
1. Madame
 2. Ladies
 3. Dear Mrs. Doe
 4. Dear President Doe

- 3-7. Which of the following salutations should you use in a business letter addressed to The Computer Company with an attention line marked Mr. John Doe?
1. Dear Mr. Doe
 2. Ladies and Gentlemen
 3. Dear Mr. John Doe
 4. Dear John
- 3-8. You are replying to a business letter from J. Doe but are unable to determine the addressee's gender. What salutation should you use?
1. Dear J. Doe
 2. Dear Sir or Madame
 3. Dear Mr. or Mrs. J. Doe
 4. Dear Mr. or Mrs. Doe
- 3-9. What, if anything, could replace the salutation on routine administrative business letters?
1. The return address
 2. The "subject" line
 3. The "to" line
 4. Nothing
- 3-10. You should enter paragraphs and sub-paragraphs of a business letter in which of the following formats?
1. Indent main and subparagraphs
 2. Double-space between paragraphs
 3. Both 1 and 2 above
 4. Number main paragraphs
- 3-11. If a business letter will be eight lines or less, which of the following procedures may you use to balance the appearance of the letter?
1. Use margins as wide as 2 inches
 2. Start the inside address up to eight lines below the date
 3. May be double-spaced
 4. Each of the above
- 3-12. What, if any, complimentary closing should you use in a business letter?
1. Respectfully
 2. Sincerely
 3. Sincerely yours
 4. None
- 3-13. The XO, CDR J. A. Doe, of the USS NEVERSAIL, has "by direction" authority and is signing a routine business letter that neither makes commitment nor takes an official stand. In which of the following ways should you format the signature block of this letter?
1. J. A. DOE
By direction
 2. J. A. DOE
Executive Officer
 3. J. A. DOE
Commander, U.S. Navy
Executive Officer
 4. J. A. DOE
CDR USN
By direction of the
Commanding Officer
- 3-14. You should format the "copy to" block of a business letter as shown in which of the following examples?
1. Copy to: BUPERS (PERS-42)
 2. Copy to: Bureau of Naval Personnel (PERS-42)
 3. Copy to: CHNAVPERS (PERS-42)
 4. Each of the above
- 3-15. To identify the second and succeeding pages of a business letter, you should repeat which of the following parts of the letter from the first page?
1. Identification symbols
 2. Subject line
 3. Both 1 and 2 above
 4. Subject line and references

Learning Objective: Explain the need to improve writing standards for DON personnel and recognize elements that contribute to an organized writing style.

3-16. For naval writing to improve, we must overcome which of the following personal traits?

1. Habit
2. Grammatical correctness
3. Inefficient language
4. Each of the above

3-17. Improvements to naval writing must be initiated by whom?

1. The Secretary of the Navy
2. You, the writer and reviewer
3. The commanding officer
4. The correspondence manager

3-18. As a reviewer, you should take which of the following steps to encourage modern writing?

1. Stress clear writing, not just grammatical correctness
2. Require writers to read the chapter on naval writing standards periodically
3. Reward writers who follow modern writing techniques
4. Each of the above

3-19. To avoid timid writing, you should take which of the following actions?

1. Close with the most important information
2. Open with the most important information
3. Avoid mere chronology
4. Both 2 and 3 above

3-20. In the most strongly worded letters, writers highlight the main point by formatting them as which of the following types of entries?

1. As a one-sentence paragraph at the beginning of the letter
2. As the last paragraph in the letter
3. In paragraph two, as a separate entry after your justification, discussion
4. As the last sentence of the first paragraph

3-21. When writing letters, you should follow which of the following rules of organization?

1. Place justifications before requests
2. Place discussions before conclusions
3. Place the general before the specific
4. Each of the above

3-22. A good writer practices which of the following writing techniques in paragraph composition?

1. Keeps the first paragraph short
2. Occasionally uses one-sentence paragraphs for special emphasis
3. Avoids mere chronology
4. Each of the above

3-23. For which of the following reasons is the main point delayed in writing?

1. To introduce a controversial proposal
2. To soften bad news
3. Both 1 and 2 above
4. To deal tactfully with difficult or complicated subject matter

3-24. In the opening line of a letter, should references to earlier communications be mentioned? If so, in what relation to the main point?

1. Yes; in conjunction with your main point
2. Yes; in subordination to your main point
3. Yes; prior to making your main point
4. No

3-25. Paragraphs should be kept to roughly what maximum number of sentences?

1. 4 - 5
2. 5 - 6
3. 6 - 10
4. 8 - 10

3-26. Paragraphs always need a topic sentence.

1. True
2. False

3-27. Good writers place important ideas in which of the following parts of a sentence?

1. In the middle
2. At the end
3. At the beginning
4. Either 2 or 3 above, depending on the desired emphasis

3-28. Minisentences of six words or less have which of the following effects on the reader?

1. Slows down readers
2. Emphasizes ideas
3. Both 1 and 2 above
4. Improves reader's retention

Learning Objective: Identify the elements that contribute to a natural writing style.

3-29. Writing that sounds like one person talking to another is more readable because readers interpret writing in which of the following ways?

1. By mentally applying the acquired knowledge about the subject
2. By becoming familiar with the writing style
3. By hearing the writing in their minds as they read
4. By looking for the most important points and eliminating everything else

3-30. Writing is more like speaking when you use which of the following types of wording?

1. Personal pronouns
2. Everyday words
3. Short sentences
4. Each of the above

3-31. You are describing your command or office and wish to avoid being vague. What personal pronouns should you use?

1. "We," "us," and "our" only
2. "We," "us," "our," and "this" only
3. "It," "the," and "this" only
4. "We," "us," "our," "it," "the," and "this"

3-32. The sentences that give directions lead with what part of speech?

1. Subject
2. Noun
3. Adjective
4. Verb

3-33. After issuing a distress call, the "plane" lands safely aboard the carrier. Which, if any, of the following words should you use instead of "plane"?

1. F/A-18
2. Aircraft
3. Airplane
4. None of the above

IN ANSWERING QUESTIONS 3-34 THROUGH 3-37, SELECT FROM COLUMN B THE EVERYDAY SIMPLE WORDS THAT HAVE THE SAME MEANING AS THE OVERDRESSED, BOOKISH, AND LEGALISTIC BIG WORDS IN COLUMN A.

| A. Big Words | B. Simple Words |
|-----------------|--------------------|
|-----------------|--------------------|

- | | |
|-----------------------|----------|
| 3-34. Optimum | 1. Pay |
| 3-35. Nevertheless | 2. I |
| 3-36. The undersigned | 3. Best |
| 3-37. Remuneration | 4. Still |

3-38. All writers try to impress readers. The best do it through language that doesn't call attention to itself. When writing, you should write to express not impress.

1. True
2. False

3-39. Contractions are used in less formal writing situations and for formal drafts. Their use is recommended in certain situations for which of the following reasons?

1. They help you write naturally
2. Readers are less likely to skip over "not" when it's contracted
3. Both 1 and 2 above
4. They contribute to a compact writing style

3-40. Short sentences can be mixed with long sentences for variety. Which of the following statements is correct concerning the usage of sentences?

1. Short sentences guarantee clarity
2. Sentences should not exceed 25 words
3. Both 1 and 2 above
4. Short sentences are usually less confusing than long ones

3-41. Which of the following statements shows more emphasis?

1. Request you notify this command as to whether the meeting has been canceled
2. It is requested that you let us know whether the meeting is canceled
3. Has the meeting been canceled?
4. Notify this command on the status of the meeting

3-42. For a performance evaluation to be effective, it should present which of the following types of information about the person?

1. What the person did and how well he or she did it
2. What the person failed to do and why he or she failed to do it
3. What value the command places on the person
4. What value the person places on the command

3-43. The tone of a letter should be neutral. Which of the following elements does NOT contribute to neutrality?

1. Courtesy
2. Suggestions in the text
3. Warmth through the use of personal pronouns
4. Direct orders in the text

3-44. Most letters that give a "no" answer need some explanation, but "yes" answers seldom need an explanation because readers get what they want.

1. True
2. False

3-45. Which of the following approaches should you use to soften a letter that presents bad news?

1. Never use personal pronouns
2. Be tactful and use a positive approach
3. Get right to the point; never delay the anticipated bad news
4. Each of the above

Learning Objective: Improve writing skills by using compact writing and active writing techniques.

3-46. Which of the following types of revisions should result in compact writing?

1. Tightening paragraphs into sentences
2. Making clauses into phrases
3. Striking ideas entirely
4. Each of the above

IN ANSWERING QUESTIONS 3-47 THROUGH 3-50, SELECT THE REVISED PHRASE IN COLUMN B THAT YOU COULD USE TO REPLACE THE PHRASE THAT DELAYS MEANING IN COLUMN A.

| A. Phrases That Delay Meaning | B. Revised Phrases |
|---|----------------------------|
| 3-47. It is necessary that you | 1. We recommend |
| 3-48. It is the recommendation of this office | 2. You need to or you must |
| 3-49. It is my intention | 3. Clearly |
| 3-50. It is apparent that | 4. I intend |

3-51. Which of the following words have the same meaning as "in accordance with"?

1. "For" or "to"
2. "Per" or "following" only
3. "Under," "per," or "following" only
4. "Under," "following," "by," or "per"

3-52. What is the most important part of speech in a sentence?

1. Noun
2. Verb
3. Adjective
4. Pronoun

3-53. Adding the endings "-ion" or "-ment" to some verbs changes them into which of the following parts of speech?

1. Pronoun
2. Verb
3. Adverb
4. Noun

3-54. To avoid wordy, roundabout, and some-times confusing writing, you should use a who-does-what order. By leading with a doer, you will automatically avoid writing in which of the following styles?

1. Passive
2. Active
3. Natural
4. Both 2 and 3 above

3-55. Which of the following sentences is an example of active writing?

1. Letter formats can be viewed in this manual
2. Letter formats appear in this manual
3. Letter formats are shown in this manual
4. Letter formats are found in this manual

3-56. Under which of the following circumstances is the use of passive writing appropriate?

1. When the doer is unknown or unimportant
2. When the doer is obvious or better left unsaid
3. Both 1 and 2 above
4. When in doubt, always write in the passive voice

3-57. Which of the following is a result of using active verbs instead of passive verbs?

1. A more concise writing style that guarantees clarity
2. A direct understanding of who does what
3. Great savings in the number of words used
4. Each of the above